



HOUSING AUTHORITY of the City of Long Beach

MAY 2016

2016 Wait Lists Opening – It's Here at Last!

The HACLB will open two waiting lists over the next two months. The Project Based Voucher (PBV) waiting list will open at 12:00 am on Monday, May 2nd and will remain open until further notice. Project based rental assistance programs provide subsidy to selected participants at specific multi-family developments throughout the city. Each of the PBV communities have its own site specific criteria that will be identified in the application process. The Housing Choice Voucher (HCV) program, commonly known as Section 8, will open its waiting list for the first time since 2003 on Monday, June 6th at 12:00 am. **The HCV waiting list will open for two weeks only.** Selection from the HCV waiting list will not be determined based on the date and time the application was received. All applicants will be randomized.

All applicants must apply online at www.longbeach.gov/haclb/apply. Information is also available on an automated telephone line at (562) 570-6309. Paper applications will only be accepted for those requiring a reasonable accommodation based on a disability. Requests for a reasonable accommodation should be made in writing to the Housing Authority of the City of Long Beach, 521 E. 4th Street, Long Beach, CA 908052; ATTN: Fair Housing Request.

5 Easy Steps to a Faster Payment

The HACLB is constantly looking for ways to improve services to our owner and participant populations. We know how important it is to receive your monthly payment, and that getting that first payment on a new contract can sometimes be delayed. HUD requires the HACLB to make payments on new contracts within 60 days of the effective date of the lease. Payments made after this time are

HAP CHECK NEWS

Project Based and HCV Waiting Lists Opening

5 Easy Steps to a Faster Payment

Important Owner Reminders

Owner Survey Results

Expedited Service Counter

VASH Landlord Phone Line

IN THIS ISSUE

a violation. Here are five easy steps to meet HUD's requirement and get that first payment to you in a timely manner:

- 1.** Submit Request for Tenancy Approval and all required owner documentation.
- 2.** Prepare unit for HACLB inspection. A "passed" inspection is required.
- 3.** Rent negotiation – provide a quick turnaround on the approved rent amount.
- 4.** Notify HACLB as soon as the tenant has taken possession of the unit. We must have the date to generate a contract. Date of possession should be the same effective date of the lease.
- 5.** Return the executed contract AND a copy of the executed lease with both owner and tenant signatures that match the date of possession.

Once all of the above items have been completed in this order, you can expect your payment within 15 days. If there are errors and delays in receiving the contract, it can not only delay payment but

may require that we adjust the effective date of the lease so that it does not exceed the 60 day HUD requirement. With your help, we will do all we can to serve you faster and better.

Step Right Up

We know you're busy so, as our valued partner, we invite you to our designated service window. Once you enter our door, the business window for owners, managers and partner agency personnel is to your right. There they will receive your documents, provide you with forms and notify a specialist if you have questions. The window will be open during regular business hours, which are 7:30 am – 4:30 pm, Monday through Friday.

Owner Survey Results

Thank you for your participation in our recent survey. There were two main issues that were made known as a result of the survey:

- Respondents felt that the HACLB pays below Fair Market Rents.

- Respondents also believed that the agency needs to improve communication with owners and managers.

In response to owner concerns, the agency is currently seeking the approval to increase payment standards. By increasing the payment standards, the owner will be able to receive a more competitive rent amount, which will help more participants find housing. There will be more information provided regarding the payment standards once they have approved. Updates will be provided in the upcoming issue of the HAP Newsletter. Additionally, please be reminded that payment standards **are not** rent amounts. Instead, they are figures used to determine the HAP and the tenants rent portion. A higher

payment standard will benefit the residents by decreasing their rent portion, and making rent more affordable.

In order to determine rent reasonableness, we continue to use GoSection8.com. Owners are able to enter non-subsidized unit information and rent amounts directly onto the website. Once that data is validated by the GoSection8 staff, we are able to use it in our Rent Reasonableness valuations. The more data present in GoSection8.com, the better and more accurate rent reasonable valuations will be for your rental units. Please take some time to enter data in GoSection8.com.

We strive to ensure that our owners receive professional and courteous service. If you experience less than satisfactory service, please let us know. You may send your emails to HACLB-OwnerServices@longbeach.gov. Although you can always contact your service representative by phone, you are encouraged to send your correspondence via email, as it is the best way to communicate with staff.

The New HUD VASH Landlord Phone Line

The Department of Veteran Affairs has a dedicated phone line especially for landlords. You can contact the office directly at (562) 826-8000, ext. 3922. The purpose of this phone line is to provide dedicated assistance related to the care and service for homeless veterans in the HUD VASH Program and to encourage a joint collaboration with landlords in an effort to better address the needs of the clients.

You may also refer a homeless veteran in need of services to (562) 826-8000, ext. 2054 between the

hours of 8am-3pm, Monday through Friday.



IMPORTANT REMINDERS

REQUEST FOR EMAIL ADDRESSES

- We are requesting that all owners and managers provide an email address to the HACLB. In an effort to conduct business in a more efficient manner, we will be exploring some options to make owner documents available electronically, as well as to create an Owner Portal online. There are many benefits to having an email address on file:

- Owners can receive notice regarding automatic payments.
- Owners will receive monthly HAP Check Newsletters and communication from the HACLB
- Owners will be able to receive mass email communication from the HACLB.

You may send your request to be added to our email data base to HACLB-OwnerServices@longbeach.gov. By providing an email address, we will be able to ensure that you are receiving HACLB communications in a timely manner.

